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October 15, 2019

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 4651 – Arrearage Management Program Monthly Report
September 2019**

Dear Ms. Massaro:

On behalf of National Grid,¹ enclosed are five copies of the Arrearage Management Program monthly report for September 2019. As requested by the Public Utilities Commission, National Grid is filing this monthly report in Docket No. 4651

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3337.

Sincerely,

A handwritten signature in cursive script that reads "Leticia Pimentel".

Leticia C. Pimentel

Enclosure

cc: Docket 4651 Service List
Christy Hetherington, Esq.
Kevin Lynch, Division

¹ The Narragansett Electric Company d/b/a National Grid (National Grid).

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Brittney Keophoxay

October 15, 2019

Date

**Docket No. 4651 - National Grid – Arrearage Management Program
Service List updated 8/13/19**

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Arreage Management Program Report 2019

GAS AND ELECTRIC COMBINED

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------|----------|----------|-------------|
| Number of Customers - Active | 3,139 | 3,099 | 3,155 | 3,460 | 4,283 | 4,458 | 4,494 | 4,450 | 4,328 | | | | 3,874 |
| Customers Newly Added to AMP Agreement | 314 | 351 | 407 | 626 | 1,382 | 742 | 562 | 555 | 440 | | | | 5,379 |
| New Enrollments that were "transferred plans" | 14 | 15 | 18 | 18 | 19 | 13 | 26 | 32 | 28 | | | | 183 |
| Customers Removed - Complete | 19 | 17 | 16 | 6 | 221 | 191 | 127 | 90 | 90 | | | | 777 |
| Customers Removed - Defaulted | 442 | 366 | 279 | 285 | 321 | 233 | 356 | 354 | 435 | | | | 3,071 |
| Customers Removed - Cancelled | 52 | 40 | 53 | 64 | 90 | 94 | 115 | 112 | 116 | | | | 736 |
| Total Customer Payments | \$313,453 | \$296,568 | \$324,403 | \$334,048 | \$394,512 | \$386,637 | \$436,941 | \$402,613 | \$374,185 | | | | \$3,263,359 |
| Total Amount to be Forgiven For All Participating Customers | \$3,367,015 | \$3,319,790 | \$3,382,803 | \$3,729,772 | \$4,590,322 | \$4,759,787 | \$4,790,135 | \$4,726,112 | \$4,573,592 | | | | \$4,138,881 |
| Average Amount to be forgiven for all participating customers | \$1,073 | \$1,071 | \$1,072 | \$1,078 | \$1,071,075 | \$1,068 | \$1,066 | \$1,062 | \$1,057 | | | | \$119,958 |
| Total installment amount for all RI AMP customers | \$377,799 | \$371,416 | \$393,848 | \$421,907 | \$517,288 | \$510,340 | \$491,304 | \$468,514 | \$453,278 | | | | \$4,005,695 |
| Average installment amount for all RI AMP customers | \$120 | \$120 | \$125 | \$122 | \$121 | \$114 | \$103 | \$105 | \$105 | | | | \$115 |
| Average arrears balance not yet forgiven | \$1,250 | \$1,228 | \$1,194 | \$1,225 | \$1,337 | \$1,363 | \$1,379 | \$1,352 | \$1,332 | | | | \$1,296 |
| Average arrearage balance as a percentage of the total balance | 76.93% | 75.31% | 73.97% | 75.26% | 83.05% | 85.49% | 85.42% | 83.77% | 82.70% | | | | 80.21% |
| Total Amount of Arrears Outstanding | \$3,923,761 | \$3,806,166 | \$3,766,438 | \$4,239,023 | \$5,725,051 | \$6,077,133 | \$6,197,829 | \$6,015,394 | \$6,763,718 | | | | \$5,057,282 |
| Forgiveness Credits Applied during the reporting period | \$211,516 | \$214,796 | \$222,834 | \$225,890 | \$233,601 | \$206,539 | \$299,484 | \$284,308 | \$254,523 | | | | \$2,153,490 |
| Total Forgiveness Credits (count) | 2004 | 2026 | 2172 | 2282 | 2,283 | 2,083 | 3,034 | 2,769 | 2,462 | | | | 21,115 |
| Average Monthly Forgiveness Credit | \$106 | \$106 | \$103 | \$99 | \$102 | \$99 | \$99 | \$103 | \$103 | | | | \$102 |
| Number of Participants Receiving LIHEAP | 0 | 177 | 31 | 229 | 216 | 610 | 243 | 8 | 3 | | | | 1517 |
| Percentage of Participants Receiving LIHEAP | 0.00% | 5.71% | 0.98% | 6.61% | 5.04% | 13.68% | 5.43% | 0.17% | 0.06% | | | | 4.19% |
| Total Fuel Assistance Payments | 0 | 136,936 | 23,931 | 185,238 | 169,000 | \$502,218 | \$192,065 | \$5,979 | \$2,298 | | | | \$1,217,665 |

ELECTRIC ONLY

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------|----------|----------|-------------|
| Number of Customers - Active | 2,037 | 1,984 | 1,997 | 2,138 | 2,598 | 2,697 | 2,746 | 2,764 | 2,748 | | | | 2,412 |
| Customers Newly Added to AMP Agreement | 189 | 202 | 235 | 356 | 802 | 435 | 347 | 356 | 313 | | | | 3,235 |
| New Enrollments that were "transferred plans" | 11 | 12 | 12 | 11 | 12 | 9 | 19 | 23 | 22 | | | | 131 |
| Customers Removed - Complete | 12 | 10 | 11 | 5 | 136 | 109 | 70 | 63 | 73 | | | | 489 |
| Customers Removed - Defaulted | 291 | 235 | 177 | 189 | 197 | 142 | 205 | 195 | 222 | | | | 1,853 |
| Customers Removed - Cancelled | 36 | 28 | 39 | 51 | 67 | 72 | 89 | 89 | 87 | | | | 558 |
| Total Customer Payments | \$230,339 | \$217,233 | \$229,161 | \$227,349 | \$280,657 | \$168,156 | \$303,196 | \$289,996 | \$276,876 | | | | \$2,222,961 |
| Total Amount to be Forgiven For All Participating Customers | \$2,189,542 | \$2,131,977 | \$2,137,203 | \$2,301,728 | \$2,781,204 | \$2,867,104 | \$2,906,198 | \$2,909,507 | \$2,876,706 | | | | \$2,566,797 |
| Average Amount to be forgiven for all participating customers | \$1,075 | \$1,075 | \$1,070 | \$1,077 | \$1,071 | \$1,063 | \$1,058 | \$1,053 | \$1,043 | | | | \$1,065 |
| Total installment amount for all RI AMP customers | \$272,313 | \$263,320 | \$269,552 | \$282,339 | \$337,401 | \$342,780 | \$336,191 | \$330,574 | \$326,088 | | | | \$2,760,556 |
| Average installment amount for all RI AMP customers | \$134 | \$133 | \$135 | \$132 | \$130 | \$127 | \$122 | \$120 | \$119 | | | | \$128 |
| Average arrears balance not yet forgiven | \$1,294 | \$1,279 | \$1,228 | \$1,267 | \$1,390 | \$1,397 | \$1,402 | \$1,371 | \$1,342 | | | | \$1,330 |
| Average Arrearage balance as a percentage of the total balance | 77.65% | 75.95% | 74.01% | 75.14% | 82.40% | 84.10% | 83.97% | 82.56% | 81.87% | | | | 79.74% |
| Total Amount of Arrears Outstanding | \$2,635,580 | \$2,537,999 | \$2,451,544 | \$2,708,570 | \$3,611,568 | \$3,768,012 | \$3,851,053 | \$3,790,822 | \$3,688,734 | | | | \$3,227,098 |
| Forgiveness Credits Applied during the reporting period | \$136,710 | \$138,519 | \$146,260 | \$143,639 | \$152,262 | \$134,050 | \$185,372 | \$182,914 | \$162,728 | | | | \$1,382,453 |
| Total Forgiveness Credits (count) | 1297 | 1313 | 1430 | 1453 | 1,482 | 1,335 | 1,903 | 1,801 | 1,607 | | | | 13,621 |
| Average Monthly Forgiveness Credit | \$105 | \$105 | \$102 | \$99 | \$103 | \$100 | \$97 | \$102 | \$101 | | | | \$100 |
| Number of Participants Receiving LIHEAP | 0 | 65 | 14 | 43 | 132 | 46 | 50 | 5 | 1 | | | | 356 |
| Percentage of Participants Receiving LIHEAP | 0.00% | 3.27% | 0.70% | 2.01% | 5.08% | 1.70% | 1.82% | 0.18% | 0.03% | | | | 1.64% |
| Total Fuel Assistance Payments | \$0 | \$50,261 | \$11,026 | \$32,047 | \$102,149 | \$37,028 | \$37,897 | \$3,569 | \$668 | | | | \$274,645 |

GAS ONLY

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------|----------|----------|-------------|
| Number of Customers - Active | 1,102 | 1,115 | 1,158 | 1,322 | 1,685 | 1,761 | 1,748 | 1,686 | 1,580 | | | | 1,462 |
| Customers Newly Added to AMP Agreement | 126 | 149 | 172 | 270 | 580 | 307 | 215 | 199 | 127 | | | | 2,145 |
| New Enrollments that were "transferred plans" | 3 | 3 | 6 | 7 | 7 | 4 | 7 | 9 | 6 | | | | 52 |
| Customers Removed - Complete | 7 | 7 | 5 | 1 | 85 | 82 | 57 | 27 | 17 | | | | 288 |
| Customers Removed - Defaulted | 151 | 131 | 102 | 96 | 124 | 93 | 151 | 159 | 213 | | | | 1,220 |
| Customers Removed - Cancelled | 16 | 12 | 14 | 13 | 23 | 22 | 26 | 23 | 29 | | | | 178 |
| Total Customer Payments | \$83,114 | \$79,335 | \$95,243 | \$106,699 | \$113,855 | \$118,481 | \$133,745 | \$112,618 | \$97,309 | | | | \$940,398 |
| Total Amount to be Forgiven For All Participating Customers | \$1,177,474 | \$1,187,812 | \$1,245,600 | \$1,428,044 | \$1,809,119 | \$1,892,683 | \$1,884,937 | \$1,816,605 | \$1,706,486 | | | | \$1,572,084 |
| Average Amount to be forgiven for all participating customers | \$1,068 | \$1,065 | \$1,076 | \$1,080 | \$1,074 | \$1,075 | \$1,078 | \$1,077 | \$1,080 | | | | \$1,075 |
| Total installment amount for all RI AMP customers | 105,487 | 108,197 | 124,296 | 139,569 | \$179,887 | \$167,560 | \$155,133 | \$137,941 | \$127,190 | | | | \$1,245,259 |
| Average installment amount for all RI AMP customers | \$96 | \$97 | \$107 | \$105 | \$107 | \$95,015 | \$89 | \$82 | \$90 | | | | \$10,643 |
| Average arrears balance not yet forgiven | 1,169 | 1,137 | 1,135 | 1,138 | \$1,254 | \$1,311 | \$1,343 | \$1,319 | \$1,313 | | | | \$1,236 |
| Average Arrearage balance as a percentage of the total balance | 75.50% | 74.06% | 73.90% | 75.48% | 84.18% | 87.87% | 87.91% | 85.77% | 84.22% | | | | 80.99% |
| Total Amount of Arrears Outstanding | \$1,288,181 | \$1,268,167 | \$1,315,893 | \$1,530,453 | \$2,113,483 | \$2,309,141 | \$2,346,776 | \$2,224,572 | \$2,074,985 | | | | \$1,830,184 |
| Forgiveness Credits Applied during the reporting period | \$74,805 | \$76,277 | \$76,574 | \$82,251 | \$81,339 | \$72,489 | \$114,112 | \$101,394 | \$91,796 | | | | \$771,037 |
| Total Forgiveness Credits (count) | 707 | 713 | 742 | 829 | 801 | 748 | 1,131 | 968 | 855 | | | | 7,494 |
| Average Monthly Forgiveness Credit | \$106 | \$107 | \$103 | \$99 | \$102 | \$97 | \$101 | \$105 | \$107 | | | | \$103 |
| Number of Participants Receiving LIHEAP | 0 | 112 | 17 | 186 | 84 | 564 | 195 | 3 | 2 | | | | 1163 |
| Percentage of Participants Receiving LIHEAP | 0.00% | 10.04% | 1.46% | 14.06% | 4.98% | 32.02% | 11.13% | 0.17% | 0.12% | | | | 8.22% |
| Total Fuel Assistance Payments | \$0 | \$86,674 | \$12,905 | \$133,191 | \$66,851 | \$463,190 | \$154,168 | \$2,410 | \$1,630 | | | | \$921,019 |

Arrearage Management Program Report 2018

GAS AND ELECTRIC COMBINED

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Number of Customers - Active | 3,015 | 2,729 | 2,724 | 2,094 | 2,975 | 3,416 | 3,869 | 3,976 | 4,054 | 4,017 | 3,639 | 3,334 | 3,320 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 1,907 | 904 | 692 | 613 | 488 | 549 | 305 | 206 | 5,664 |
| Customers Removed - Complete | 23 | 26 | 7 | 3 | 42 | 79 | 59 | 32 | 23 | 43 | 12 | 19 | 368 |
| Customers Removed - Defaulted | 299 | 220 | 115 | 472 | 205 | 211 | 129 | 327 | 334 | 479 | 572 | 457 | 3,820 |
| Customers Removed - Cancelled | 80 | 55 | 76 | 48 | 97 | 167 | 92 | 108 | 62 | 121 | 101 | 64 | 1071 |
| Total Customer Payments | \$145,072 | \$170,527 | \$87,284 | \$74,726 | \$221,913 | \$279,168 | \$348,853 | \$403,711 | \$344,804 | \$404,746 | \$354,806 | \$303,331 | \$3,138,941 |
| Total Amount to be Forgiven For All Participating Customers | \$4,678,998 | \$4,214,284 | \$4,168,577 | \$3,045,371 | \$3,482,562 | \$3,902,809 | \$4,337,004 | \$4,400,473 | \$4,447,677 | \$4,368,631 | \$3,925,653 | \$3,573,090 | \$4,047,094 |
| Average Amount to be forgiven for all participating customers | \$1,552 | \$1,398 | \$1,530 | \$1,454 | \$1,171 | \$1,143 | \$1,126 | \$1,107 | \$1,097 | \$1,088 | \$1,079 | \$1,072 | \$1,235 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$367,456 | \$422,847 | 481,556 | 473,705 | 482,651 | 489,371 | 438,081 | 397,866 | \$3,553,534 |
| Average installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$124 | \$124 | \$119 | \$119 | \$122 | \$120 | \$119 | \$121 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,632 | \$1,624 | \$1,605 | \$1,533 | \$1,475 | \$1,424 | \$1,352 | \$1,303 | \$1,494 |
| Average arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 87.18% | 90.61% | 90.81% | 88.73% | 87.02% | 85.12% | 81.85% | 79.28% | 86.33% |
| Total Amount of Arrears Outstanding | \$5,681,842 | \$5,155,910 | \$5,126,313 | \$3,950,048 | \$4,856,528 | \$5,548,427 | \$6,211,245 | \$6,094,054 | \$5,979,010 | \$5,720,409 | \$4,921,557 | \$4,344,614 | \$5,299,163 |
| Forgiveness Credits Applied during the reporting period | \$158,907 | \$227,533 | \$74,726 | \$221,488 | \$280,167 | \$120,388 | \$184,489 | \$279,380 | \$185,079 | \$299,842 | \$271,477 | \$205,466 | \$2,508,941 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 1,871 | 1,154 | 1,713 | 2,611 | 1,729 | 2,690 | 2,581 | 1,928 | 16,277 |
| Average Monthly Forgiveness Credit | \$98 | \$99 | \$97 | \$96 | \$99 | \$104 | \$108 | \$107 | \$107 | \$111 | \$105 | \$107 | \$103 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 117 | 161 | 274 | 0 | 0 | 3 | 0 | 555 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 3.42% | 4.16% | 6.89% | 0.00% | 0.00% | 0.08% | 0.00% | 2.08% |
| Total fuel assistance payments | TBD | TBD | TBD | TBD | TBD | \$87,563 | \$126,604 | \$207,905 | \$0 | \$0 | \$4,445 | \$0 | \$426,517 |

ELECTRIC ONLY

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Number of Customers - Active | 1,975 | 1,791 | 1,799 | 1,392 | 1,878 | 2,115 | 2,386 | 2,499 | 2,572 | 2,573 | 2,360 | 2,178 | 3,348 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 1,167 | 532 | 439 | 396 | 319 | 345 | 215 | 138 | 3,551 |
| Customers Removed - Complete | 20 | 14 | 6 | 22 | 31 | 57 | 45 | 34 | 22 | 29 | 7 | 13 | 300 |
| Customers Removed - Defaulted | 215 | 140 | 67 | 348 | 147 | 135 | 80 | 189 | 188 | 267 | 355 | 292 | 2,423 |
| Customers Removed - Cancelled | 54 | 41 | 76 | 48 | 71 | 118 | 73 | 79 | 50 | 92 | 74 | 46 | 822 |
| Total Customer Payments | \$101,653 | \$109,672 | \$62,774 | \$51,876 | \$169,725 | \$192,223 | \$236,392 | \$276,443 | \$239,595 | \$293,785 | \$260,476 | \$225,482 | \$2,220,095 |
| Total Amount to be Forgiven For All Participating Customers | \$3,105,865 | \$2,813,123 | \$2,792,238 | \$2,029,074 | \$2,182,566 | \$2,403,872 | \$2,678,620 | \$2,758,119 | \$2,802,564 | \$2,782,032 | \$2,530,126 | \$2,327,123 | \$2,600,444 |
| Average Amount to be forgiven for all participating customers | \$1,573 | \$1,424 | \$1,552 | \$1,458 | \$1,162 | \$1,137 | \$1,123 | \$1,104 | \$1,090 | \$1,081 | \$1,072 | \$1,068 | \$1,237 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$240,909 | \$272,687 | \$310,498 | \$323,909 | \$337,938 | \$347,575 | \$319,617 | \$292,431 | \$2,445,563 |
| Average installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$129 | \$130 | \$127 | \$131 | \$135 | \$135 | \$134 | \$132 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,661 | \$1,661 | \$1,656 | \$1,588 | \$1,524 | \$1,458 | \$1,387 | \$1,351 | \$1,536 |
| Average Arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 86.45% | 89.78% | 90.21% | 88.44% | 86.98% | 85.11% | 82.12% | 80.05% | 86.14% |
| Total Amount of Arrears Outstanding | \$3,802,502 | \$3,487,055 | \$3,483,641 | \$2,689,419 | \$3,120,288 | \$3,514,004 | \$3,950,789 | \$3,969,359 | \$3,918,983 | \$3,752,597 | \$3,273,258 | \$2,943,086 | \$3,492,082 |
| Forgiveness Credits Applied during the reporting period | \$110,205 | \$153,422 | \$51,876 | \$154,308 | \$279,538 | \$81,237 | \$121,309 | \$175,992 | \$121,777 | \$187,830 | \$173,077 | \$134,324 | \$1,744,896 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 1,239 | 780 | 1,131 | 1,667 | 1,129 | 1,713 | 1,666 | 1,268 | 10,593 |
| Average Monthly Forgiveness Credit | \$99 | \$100 | \$97 | \$96 | \$106 | \$104 | \$107 | \$105 | \$108 | \$110 | \$104 | \$106 | \$100 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 24 | 39 | 49 | 0 | 0 | 0 | 0 | 112 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 1.19% | 1.63% | 1.96% | 0.00% | 0.00% | 0.00% | 0.00% | 0.68% |

GAS ONLY

| | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Number of Customers - Active | 1,040 | 938 | 925 | 702 | 1,097 | 1,301 | 1,483 | 1,477 | 1,482 | 1,444 | 1,279 | 1,156 | 1,194 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 740 | 372 | 253 | 217 | 169 | 204 | 90 | 68 | 2,113 |
| Customers Removed - Complete | 3 | 12 | 1 | 3 | 11 | 22 | 14 | 20 | 1 | 16 | 5 | 6 | 114 |
| Customers Removed - Defaulted | 84 | 80 | 48 | 124 | 58 | 76 | 49 | 138 | 146 | 212 | 217 | 165 | 1,397 |
| Customers Removed - Cancelled | 26 | 14 | 24 | 0 | 26 | 49 | 19 | 29 | 12 | 29 | 27 | 18 | 273 |
| Total Customer Payments | \$43,419 | \$60,855 | \$24,510 | \$22,849 | \$52,188 | \$86,945 | \$112,461 | \$127,267 | \$105,209 | \$110,961 | \$94,330 | \$77,849 | \$918,845 |
| Total Amount to be Forgiven For All Participating Customers | \$1,573,133 | \$1,401,161 | \$1,376,339 | \$1,016,298 | \$1,299,996 | \$1,498,938 | \$1,678,383 | \$1,642,354 | \$1,645,113 | \$1,586,599 | \$1,395,527 | \$1,245,967 | \$1,446,651 |
| Average Amount to be forgiven for all participating customers | \$1,513 | \$1,347 | \$1,488 | \$1,448 | \$1,185 | \$1,152 | \$1,132 | \$1,112 | \$1,110 | \$1,099 | \$1,091 | \$1,078 | \$1,230 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$126,547 | \$150,160 | \$171,059 | \$149,796 | \$144,714 | \$141,796 | \$118,464 | \$105,436 | \$1,107,971 |
| Average installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$115 | \$115 | \$101 | \$98 | \$98 | \$93 | \$91 | \$102 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,583 | \$1,564 | \$1,524 | \$1,439 | \$1,390 | \$1,363 | \$1,289 | \$1,212 | \$1,420 |
| Average Arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 88.53% | 92.07% | 91.88% | 89.29% | 87.10% | 85.15% | 81.32% | 77.72% | 86.63% |
| Total Amount of Arrears Outstanding | \$1,879,340 | \$1,668,856 | \$1,642,671 | \$1,260,629 | \$1,736,240 | \$2,034,423 | \$2,260,456 | \$2,124,695 | \$2,060,027 | \$1,967,812 | \$1,648,299 | \$1,401,528 | \$1,807,081 |
| Forgiveness Credits Applied during the reporting period | \$48,702 | \$74,111 | \$22,849 | \$67,180 | \$129,024 | \$39,151 | \$63,140 | \$103,388 | \$63,302 | \$112,012 | \$98,400 | \$71,141 | \$892,400 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 632 | 374 | 582 | 944 | 600 | 977 | 915 | 660 | 5,684 |
| Average Monthly Forgiveness Credit | \$97 | \$98 | \$96 | \$95 | \$95 | \$105 | \$108 | \$110 | \$106 | \$115 | \$108 | \$108 | \$103 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 93 | 122 | 225 | 0 | 0 | 3 | 0 | 443 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 7.14% | 8.22% | 15.23% | 0.00% | 0.00% | 0.23% | 0.00% | 4.40% |